

Project Support Specialist, GS- 0301-12

NCC: 601-03

Position Number: GS05C05

Introductory Statement: The incumbent serves as a Project Support Specialist (PSS) in the Flight Programs and Projects Directorate. The duties of a PSS include the following:

Research and Analysis Work 40%

Researches and analyzes unstable or complex program issues. Reviews information, reconciles conflicting data, and devises new or modified methods to analyze findings. Develops recommendations and proposals.

Develops major documents and reports such as the Monthly Status Review (MSR), and Management Program Review (MPR). Assignment includes gathering information to be used in these presentations. Coordinates with project elements to ensure timely submission of reports in accordance with stated schedules required by Directorate and GSFC management. The incumbent will work with onsite contractors and other in-house sources to ensure completeness, accuracy, and timeliness in the preparation of these reports.

Collects and compiles manpower data inputs for budgets and monthly management reports, and prepares variance analyses. Monitors application of in-house labor reported against the project's allocated manpower levels. Investigate and report variance to management.

Serves as the project property administrator, maintains automated database for monitoring and controlling project property to ensure that inventory, protection, and disposition of all property is in accordance with prescribed regulations. Analyzes property database to advise management of projected needs to aid in future funding.

Participates in project manpower activities, including the formulation of Statement of Work, Strawman models, planning documentation, etc. Represents the project, when necessary, at meetings concerning manpower planning activities. Provides analysis on how staffing requirements meet or do not meet manpower limitations in order to alert managers to potential problem issues.

Interprets and analyzes data related to project support functions.

Analyzes Data and Information for Work Assignments 40%

Analyzes reports, budgets, studies, operating procedures, manuals, and other data related to broadly supervised work assignments and developmental activities.

Assist the supervisor in all configuration management control activities. This will include assistance with the documentation of the exact configuration of all interrelated hardware, software, and service requirements of a project. The incumbent will assist by collecting data and disseminating information of configuration management aspects of the project's activities.

Coordinates budget activities for the project's travel funds. Monitors actual travel cost versus planned expenditures; investigates and reports variance to management.

Performs Operational or Program Work Assignments 20%

Under the supervision of the designated supervisor, completes a work assignment in a specific series in an assigned service unit. Receives training and develops familiarity with the work processes of the occupational field and specific job. Plans and carries out the assignment and resolves most of the conflicts which arise. Coordinates work with others as necessary and interprets policy on own initiative in terms of established objectives. Informs supervisor of progress, potentially controversial matters, or far-reaching implications.

Coordinates budget activities for the project's travel funds. Monitors actual travel cost versus planned expenditures; investigates and reports variance to management.

Coordinates all project space activities with the appropriate organizations within the Management Operations Directorate, such as space utilization and surveys, space requirements, identification of general and special purpose space, etc. Coordinates facilities modifications with those organizations associated with personnel moves, repairs to existing facilities, etc.

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Initiates requests for telephone changes in concert with physical moves of project personnel and establish move schedules with the GSFC transportation organization.

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Factor 1- 7 Knowledge Required by the Position

The position requires: (1) Knowledge and skill in applying analytical and evaluative methods and techniques to issues or studies concerning the efficiency and effectiveness of program operations; (2) Knowledge of pertinent laws, regulations, policies and precedents which affect the use of program and related support resources in the area studied; (3) Knowledge of the major issues, program goals and objectives, work processes, and administrative operations of the organization; (4) Knowledge and skill in adapting analytical techniques and evaluation criteria to the measurement and improvement of program effectiveness and/or organizational productivity; (5) Skill in conducting detailed analyses of complex functions and work processes; and (6) Interpersonal skills in presenting staffing recommendations and negotiating solutions to disputed recommendations.

Knowledge of, and ability to, apply principles of general business support in planning, preparation of reports, and coordinating activities as practiced by NASA and on-site contractors.

Ability to apply a variety of administrative processes and procedures in the areas of manpower, scheduling, configuration management, training, travel, facilities, and procurement.

Ability to apply previously developed ADP techniques to obtain data for analysis, and input data for project resources control.

Ability to effectively meet and deal with personnel internal and external to the GSFC.

Ability to communicate orally and in writing.

Factor 2- 4 Supervisory Controls

The supervisor and employee develop a mutually acceptable project plan which typically includes identification of the work to be done, the scope of the project, and deadlines for its completion. Within the parameters of the approved project plan, the employee is responsible for planning and organizing the study, estimating costs, coordinating with staff and line management personnel, and conducting all phases of the project. The employee informs the supervisor of potentially controversial findings, issues, or problems with widespread impact. Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

Factor 3- 4 Guidelines

Guidelines consist of general administrative policies and management and organizational theories which require considerable adaptation and/or interpretation for application to issues and problems studied. Administrative policies and precedent studies provide a basic outline of results desired, but do not go into detail as to the methods used to accomplish the project. Administrative guidelines usually cover program goals and objectives of the employing organization. Within the context of broad regulatory guidelines the employee may refine or

develop more specific guidelines such as implementing regulations or methods.

Factor 4- 5 Complexity

Analyzes interrelated issues of effectiveness, efficiency, and productivity of substantive mission-oriented programs. Develops detailed plans, goals, and objectives for the long-range implementation and administration of the program, and/or develops criteria for evaluating the effectiveness of the program. Decisions concerning planning, organizing and conducting studies are complicated by conflicting program goals and objectives. Assignments are complicated by the need to deal with subjective concepts, the quality and quantity of actions are measurable primarily in predictive terms, and findings and conclusions are highly subjective and not readily susceptible to verification through replication of study methods or reevaluation of results. Options, recommendations, and conclusions take into account and give appropriate weight to uncertainties about the data and other variables which affect long-range program performance.

The incumbent is required to collect, interpret, integrate, and analyze data from many sources. These analyses are used by project management to assess the status of a project and to project future trends. In order for these analyses to be as complete and accurate as possible, the intimate knowledge of the interrelationships of activities and events comprising a particular phase of a project must be fully realized and understood. The impact of deviations from plan must also be carefully considered and analyzed in order to arrive at recommendations for the application of resources in the most effective and efficient manner.

Development of new techniques and information presentation with appropriate interpretation is required with the constant changing technology of the aerospace industry.

Factor 5- 4 Scope and Effect

Assesses the productivity, effectiveness, and efficiency of program operations and/or analyzes and resolves problems in the staffing, effectiveness and efficiency of administrative support and staff activities. Establishes criteria to measure and/or predict the attainment of program or organizational goals and objectives. Contributes to the improvement of productivity, effectiveness, and efficiency in program operations and/or administrative support activities at different echelons and/or geographical locations within the organization. Work affects the plans, goals, and effectiveness of missions and programs at these various echelons or locations. The work may affect the nature of administrative work done in components of other agencies.

Factor 6- 3 Personal Contacts

Contacts are with persons outside the agency which may include consultants, contractors, or business executives in a moderately unstructured setting. Contacts may also include the head of the employing agency or program officials several managerial levels removed from the employee when such contacts occur on an ad-hoc basis.

Factor 7- 3 Purpose of Contacts

The purpose of contacts is to influence managers or other officials to accept and implement findings and recommendations on organizational improvement or program effectiveness. May encounter resistance due to such issues as organizational conflict, competing objectives, or resource problems.

Factor 8- 1 Physical Demands

The work is primarily sedentary, although some slight physical effort may be required.

Factor 9- 1 Work Environment

Work is typically performed in an adequately lighted and climate controlled office. May require occasional travel.